

1190 CONTACT WITH THE REPORTER

Chapter: **Child Protective Field Services**

Section: **CPS Family Assessments**



New Hampshire Division for Children, Youth and Families Policy Manual

Policy Directive: **08-03**

Approved:

Effective Date: **May 2008**

A handwritten signature in black ink, reading "Maggie Bishop".

Scheduled Review Date:

Maggie Bishop, Director

Related Statute(s): [RSA 169-C](#)

Related Admin Rule(s):

Related Federal Regulation(s):

Related Form(s):

Bridges' Screen(s) and Attachment(s):

Purpose

To describe the process and requirements of assessing referrals of child abuse and neglect. The primary goal of the assessment process is to ensure the safety of the child(ren).

Definitions

"Professional reporter" means staff from alcohol and drug abuse prevention and treatment agencies; city, town, county welfare departments; clergy, coroner/medical examiner; community information and referral agency; counselor/therapist; court/probation; day care provider; dentist; guidance counselor; hospital staff; institution; law enforcement; mental health provider; nurse, other community service provider; physician; principal, public social agency staff; school staff, teacher; social worker, Domestic Violence Specialists and crisis center employees.

Policy

- I. The CPSW must use best efforts to contact all reporters prior to meeting with the family. When contact is unable to be made, the CPSW must document efforts made to contact the reporter and the reason contact was not made in Bridges.
- II. A second contact with a professional reporter, either by phone or by letter, is completed in order to obtain updated information prior to making a determination in regards to the referral. The second contact is made to allow the professional reporter to identify any additional or continued concerns. The second contact and information received must be documented in the Bridges contact log. The "Feedback to Professional Reporter" box should be checked and there should also be a notation on the Bridges Assessment Closure screen regarding the professional reporter feedback and reviewed by the Supervisor prior to the determination that the assessment is unfounded. General information may be given as feedback to the professional reporter, which indicates that the assessment is concluded, and whether or not agency involvement will continue.